OCCUPANT MANAGEMENT METHOD, SYSTEM, AND PROGRAM PRODUCT

ABSTRACT OF THE DISCLOSURE

An occupant management method, system, and program product that associate occupant information with information about a physical area. For example, the invention can generate a hierarchical representation of a physical area such as a building or the like. The hierarchical representation is used to manage occupants of the physical area. For example, contact information for occupants can be maintained and associated with a physical location, and/or directions can be provided from a starting point to a designated destination point. The hierarchical representation can be used to facilitate two-way communication between an occupant and an emergency responder during an emergency event.